



Minutes of TPG meeting at Denson Close Waterbeach on 4th February 2019

Attendees (Tenants/Leaseholders)

Name	Address	
Wendy Head(WH (Chair)	Balsham	TPG
Angela Lewell (AL(Secretary)	Impington	TPG
Patti Hall (PH(Vice Chair)	Cottenham	TPG
Edna Ingrey (EI)	Gt Wilbraham	TPG
Glynis Goff (GG)	Waterbeach	TPG
Joan Ball (JB)	Histon	TPG
Les Rolfe (LF)	Bourn	TPG
Jim Watson (JW)	Willingham	TPG
Helen Ballantyne (HB)	Dry Drayton	TPG
Adrian Prentis (AP)	Cottenham	TPG
Carol Akربي (CA)	Impington	TPG
Dave Hammond (DH)	Gt Abington	TPG
Nancy Chisholm (NC)	Gamlingay	TPG
Bob Petch (BP)	Gamlingay	TPG
Paul Bowman (PB)	Willingham	TPG
Howard Pheasant (HPh)	Cottenham	Observer
Val Hickey (VH)	Waterbeach	TPG

Attendees (South Cambridgeshire District Council Representatives)

Name	Position in Council
Helen Pagram (HP)	Resident Involvement Officer
Peter Moston (PM)	Resident Involvement Team Leader
Geoff Clark (GC)	Acting Head of Housing Property Service
Eddie Spicer (ES)	Surveyor for Warm Homes

No.	Topic	Actions
1.	Apologies - Liz Tomes - Audrey Collett - Kathy Rice - Betty Murphy - Mark Gibbs Please ring Wendy on 01223 894394 or E-mail:- wendymhead@yahoo.co.uk if you are unable to attend the next meeting.	All
2.	Minutes of the previous meeting The minutes of the previous meeting were taken as read, agreed as a true record, and signed by the Chair.	
3.	Matters arising 4, paragraph 3 should read estate (not state). 5, paragraph 4 should say hedge (not edge). 7, paragraph should say HB (not VH). AP said at last meeting Debbie Barratt said there will be Tenant Inspection's, can you confirm this is happening, what we are doing. PM replied because of changes this has been put on the back burner, but yes it is being picked up now. There are now Housing Officers in place to cover 6 patches. GC said want to see this start happening again, part of the process and a benefit to us. You know your patches and what needs to be done. WH said need to sort your girls out, as	

	<p>they go and do it on their own. WH will ring GC to talk about it and sort out training. PM said you need to go out and do with Estate Officer's. Any concerns, contact South Cambs and we will go out and do a visit. Also depends on budget as well. After April there is a new pot of money. GC said I'd like to keep it informal, in conjunction with yourselves. AP said without training can go with Estate Officer's. PM said staff do have a check list. HP will send copies out. GC said I see it as AP does. PB said talked to Lynne Roberts about 3 weeks ago and she said yes to walk around. Get feedback immediately. WH said we'll give it ago. Must all sing from the same hymn sheet. LR said spoke to Housing Officer (Lucy Savage), re-fence at Bourn. She said she'd look at it the next morning. I said knock on my door and I will show it to you. Never did and don't know if she turned up. GC will speak to her. GC said there are 6 officer's on smaller patches, so moving forward some job share, no longer 9 to 5, more sharing. Where sharing that patch is divided into 2. It's knowing who to talk to, who to contact and get early answers. WH said we all need to be kept up to date and contact numbers put in the newsletter. AP asked for an up to date list of tenant inspectors. HP will send this out.</p>	<p>WH</p> <p>HP</p> <p>GC</p> <p>HP</p>
4.	<p>Mears Apologies sent, unable to attend as all in London.</p>	
5.	<p>Eddie Spicer - Surveyor for Warm Homes ES said for those who don't know me, I am the surveyor for warm homes and will be part of the compliance team when it comes through. Was going to talk about change in contract, but this is held up, so will bring you up to date on projects completed.</p> <p><u>a) Smoke Alarms</u> Every property has now been up dated. Where there are lifelines, all now connected. Any issues please let ES know.</p> <p><u>B) Lighting of Communal Area's</u> Emergency lighting upgrade now completed in all general needs flats communal areas. This is good and will save a fortune. Acacia Court and Over have been done on the Sheltered Schemes, others not done yet. Remaining ones will be upgraded but need to make sure compliant. Let us know of any feedback, feeling secure, adequate lighting. There is an initial years warranty on the lighting and it will be inspected on a monthly basis.</p> <p><u>c)Code of Practice</u> Have been part of a working group doing a code of practice for Electrics. going national and being launched at parliament. Hackett now looking at High rise blocks. Can be seen on website which I can give details of if you want it. GC said this should go in the newsletter.</p> <p><u>d)Electric Heating</u> Most complaints from this across the district. Doesn't matter what type or how it's used but the cost. Try and keep pace with electric costs, use what is more economical. Helps a little but doesn't fit everywhere. There are so many problems. Decision going forward to look at feasibility of putting in gas services, wherever possible on an estate by estate basis. What it costs, good contracts,</p>	

	<p>grants etc. (gas infrastructure installation costs are about 40% less than a year ago). If only 1 or 2 homes use it, is the cost justifiable. Post March(Brexit), who knows what will happen. We need best value for money. there is a lot of work going on in the background. Morally don't like it when someone can't turn on heating because they cannot afford to.</p> <p><u>e) Street Lighting</u></p> <p>There are odd repairs, done at different levels. South Cambs do their own and Balfour/Beatty the others. Posts with C on belong to County Council (CC), S are South Cambs (SC), and the others not marked could be South Cambs Housing or Parish Councils. Very much blurred, some responsible and some not. Own lighting as housing, some have lists, others don't. Doing an exercise where lights on housing land, not currently under SC or CC will become housing lights and will be put on a data base. If know of any let ES know and he will get them done.</p> <p>AP said lifeline he has buzzes, is this normal as it's very annoying. ES replied yes they do make a small noise.</p> <p>HB asked if heating being changed in the communal rooms. ES replied this will be followed up after the scrutiny review. Gas heating, it depends but a possibility. HB said people don't understand how to set it up. BP said we had new meters and I've shown 3 how to set it up and 1 I help. ES said are shown how to use it. Also if go to website, South Cambs housing link, then heating controls, there is a video showing how to do it.</p> <p>ES said we are on the verge of starting a new electrical contract including for the first time a requirement to carry out annual servicing (electric only). This is to ensure all are running properly , sort issues on setting up. Go through the operation with the tenant. Servicing will be done between March to October, so done ready for the winter.</p> <p>BP said the lighting in their street , there are 3 close together, a gap, 2 together and then a large black area in the middle. ES replied that he will go to the village (Gamlingay) in the next 2 weeks and take a look. Code of practice (electrical) tells us basically what we should do as an organisation to make sure our properties are safe and what to do if we cannot get access.</p> <p>PB spoke about some lights in Willingham where nothing had been done. Apparently this is the County not South Cambs.</p> <p>LR asked if street lighting belonging to South Cambs were being modernized. ES replied that next step on the current programme was to look at LED upgrade in the district and continue on housing. Over the next few years (4/5), all lights upgraded and then we will talk to the Parishes. Finance and who can finance what. (Housing lights on housing land so split up and bitty). LR will e-mail ES.</p>	<p>All</p> <p>ES</p> <p>LR</p>
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6.	<p>Geoff Clark - Acting Head of Housing Property Service</p> <p>GC said as you were aware Anita Goddard was leaving and has now gone. I have been asked to step up into her role for the interim. So for the last few weeks I have been getting my head around the role, what I'd like to do and what about my previous role. Not recruiting senior roles at the moment. There are 2 director vacancies and arrangements are in place for interim role. Consultants in at present looking at the senior structure. Don't know what the outcome will be.</p> <p>I want to understand what difference I can make, not just let the role tick over. Learn the business ES is in, restructure in that team, getting knowledge. Mears contract, get more involved with that, performance, do we want more. Get information, a bit smarter letting people know, giving the right information and how we influence key performance.</p> <p>Due to a change in central government policy SCDC began awarding 10 year fixed term tenancies in 2013, so we are now 6 years into the 10 years. What are we going to do when the 10 years are up. Report of what we can do, political want to continue while other organisations have already dropped this.</p> <p>Communal room project still progressing well. Cottenham next to be visited. Kate Swan to produce an interim report.</p> <p>Tenancy audit also progressing well. Copy of report to date given out to all at the meeting. To put what we know on Orchard.</p> <p>Implementation - 2 years to do. Compliance, Asset and compliance manager making sure landlords know what to do. Estate inspection, want these to happen. Stock, what condition is it in. We cannot afford to do a place up if given back in a poor state. Internal audit, gas safety and now Electric safety.</p> <p>The Welcome brochure is just being finalised. Shirley Stephen to contact AP. Alarm monitoring contract is in its final year. We could add on a year or do we do new contract.</p> <p>HPh said could long term voids be sold on the open market. 70/80/90 thousand. Surely better to sell financially. Sitting on them too long, losing rent. PH said why not put on Home Link, instead of the open market. GC said some say let me move in and I know someone who will do the jobs, find they can't afford as more work needed to be done than first thought. We cannot let it unless it is in safe condition. PH sell, GC potentially, ES best value. We need to understand our stock better and what condition it is in. Our void budget is stretched, as it often is towards the end of the financial year which means sometimes we cannot afford to do a place up if it's given back in a poor state and may have to consider alternatives such as selling it on the open market. GC said stock condition, why are we not given information, our property, need firmer conversation to do this when surveyor go out to check condition. As yet still have 27 properties to get into, excuses made include affects my health. We need to work around this. HPh said health and safety, can you not use this to gain access. GC replied has to be legal (gas backing), other regulations. There is no easy answer. Can't get in, can't identify problem. PH said see leaflet, full report on line. PM went through leaflet given out on Housing key performance</p>	<p>KS</p> <p>SS</p>
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	<p>information summary from 2017/18 Annual Report. PH said normal targets same as first time. should be higher for, also same information. PM need to get their definition of emergency, make it safe. Question it, not what they think. Mears do the job they are instructed to do, no rubbish, not just do this bit. CA asked about customer satisfaction, do they still use the machine to ask how job done, as haven't the last 2 visits I've had. Was told yes they do.</p>	<p>PM</p>
<p>7.</p>	<p>AOB WH said there should be an election this year. This is very expensive, cost between £9,000 to £9,500. Should we by pass this? There will be an AGM next March. AP said waste of money, should be used better, training perhaps. In 2014 there were 19 of us, 15 elected and 4 co-opted. PM said we've had 2 election where 15 are elected. Last time 22 came forward. Was asked how many people voted. PM replied 1,718 the first time and 1,416 the last time. Several present said it'd not worth doing the vote. PM said that people coming forward would be incorporated into the TPG, not much difference to what it is now. If it starts to dwindle then we would re-launch. There is a good core group at present, 10 elected and 8 co-opted who work quite well together. Can co-opt new people on. Will need to look at the constitution. WH said will need to be re-written if no election. JW said this is wrong, South Cambs wouldn't have this. HP said could have small focus groups. PM said there is funding for the election. PH asked if we don't have an election, what will happen to the money. Couldn't answer this so PH asked if we could lose it. Was told it was a possibility. PH said we could go to conferences or shows like we use to. EI said with the poor turnout at elections, why bother, is it worth it? PB said Parish Council have election only if more candidates than seats. Utilise money. PM will check. GC said nationally some organisations have already moved away from traditional resident engagement methods such as holding elections to recruit new tenant representatives because of costs. However the governments green paper says consult more, so South Cambs is in a good place already. PM said we could get a new group of people and have to start the process all over again. ES said this group do a really good job, know what goes on in our district. Don't need to re-invent the wheel. Use money to promote group wider. WH said lots of pros and cons, need commitment. ES said put in the constitution. CA said won't change much, training, help group to get where it wants too. PB said lots of training and CA said it needs to be talked about. BP said on figures given tonight it costs £5 per voter. WH said provided can use money, hold at next election.</p> <p>WH said we need a special meeting of members sometime soon to sort constitution out. Will let you know time and date. Bring back for you to see. AP said this is undemocratic as both he and PB had been co-opted and should be at the meeting. After discussion it was decided next month's meeting would be the special meeting for all to discuss constitution and training audit. Elected members to stay until next March, then change, election for chair, secretary etc. HP will bring copies of constitution to the meeting and asked that everyone read the code of conduct.</p> <p>WH wished EI a Happy Birthday for yesterday when she was 90.</p> <p>AP asked if could get feedback from Mears meetings from either Mark, Wendy</p>	<p>PM</p>

	<p>or Jim like we used to. GC said meetings are no value unless something brought back. WH said nothing beforehand to bring back. GC said will be attending meetings now and will see if productive enough for you to attend.</p> <p>PM said he will summarise the KPI's and let WH have.</p> <p>HB asked about pathways, growth in gardens near her. GC said estate inspection needed.</p> <p>Next meeting will be for the constitution only.</p>	PM
8.	<p>Reply to P 4 Point 6 bottom of page – after PM need to get their definition of emergency, make it safe.</p> <p>SCDC/Mears Contract definition of Emergency Repair: ‘An emergency is one or more of the following; a total loss of electric power or water supply, a blocked, leaking or non-flushing toilet when there is only one in the house, a water mains leak or an insecure ground floor window, door or lock.’</p> <p>Response Time for Emergency repairs: To complete all emergency repairs within 24hrs. Under the new price per property contract all other repairs are routine repairs to be completed within 35 days (by appointment with the resident). The average time taken by Mears to complete a repair in 2017/18 was 10. (Key Performance Indicator 12 days or less).</p>	
9.	<p>Date, time and venue of the next meeting Monday 4th March 2019 - 18:30 to 20:30 at Denson Close Waterbeach</p>	